

(a) whether the Government propose to hold country-wise "Vidhi Melas" for the disposal of long pending cases, as a part of speedy remedy;

(b) if so, the details thereof; and

(c) the steps taken/proposed to be taken by the Government in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF LAW AND JUSTICE (SHRI RAMAKANT D.KHALAP): (a) No Sir. But, nevertheless, the Lok Adalats are being organised by the State Legal Aid & Advice Boards/State Legal Services Authorities in different parts of the country from time to time for disposal of pending cases which are capable of resolution by the Lok Adalats. The recent Law Ministers' Conference have decided to hold intensive Lok Adalats from 15th August, 1997 to 15th August, 1998.

(b) and (c) Question does not arise in view of the reply to (a) above.

Procedure for Import of Goods

2799. SHRI MANIKRAO HODLYA GAVIT: Will the Minister of FINANCE be pleased to state:

(a) whether the Government have recently simplified the procedure for import of goods to cut down on the delay in customs clearance of consignments; and

(b) if so, the details regarding the guidelines issued in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) and (b) Section 46(3) of the Customs Act, 1962 provides for filing and processing of Import General Manifest and the import documents before arrival of the vessel or the aircraft carrying the goods into the country. Vide Circular No.22/97 dated 4.7.1997 the Government have notified the detailed procedure for filing the documents by the importers in advance of arrival of the vessel or aircraft and its processing in the Custom Houses. The procedure inter-alia prescribes the method for submission of the documents, noting and assessment of the documents.

[Translation]

Textile Design Exhibition

2800. SHRI JAI PRAKASH AGARWAL: Will the Minister of TEXTILES be pleased to state:

(a) whether any Textile Design Exhibition has been organised in Delhi during last 3 years;

(b) if so, the details thereof location-wise;

(c) the details of export orders received through such exhibitions country-wise;

(d) whether the Government propose to organise more such exhibitions in the near future; and

(e) if so, the details thereof?

THE MINISTER OF TEXTILES (SHRI R.L. JALAPPA): (a) and (b) No Textile Design exhibition as such was organised during the last 3 years. However, 12 design-cum-sale exhibitions under National Design Collection Programme were organised i.e. Lajpat Nagar (3), Lodhi Hotel (2), Wazirpur Industrial Area, Pritampura, South Extension, Khan Market, Rani Bagh, Krishna Nagar and Pragati Maidan. In addition to this, 4 dyeing and design exhibitions in the handloom cluster areas were organised by the Weavers Service Centre, Delhi to propagate modern dyeing designing and make available designs at the doorstep of weavers i.e. 2 at Weavers Service Centre, Bharat Nagar and one each at Sawan Park and Nand Nagri.

(c) No export order received for the items exhibited in these exhibitions.

(d) and (e) 2 Dyeing and design exhibitions are proposed to be organised by Weavers Service Centre, Delhi i.e. one each at Weavers Service Centre, Bharat Nagar and Sawan Park for the benefit of Weavers.

[English]

Investment in Core Sector

2801. SHRI KRISHAN LAL SHARMA: Will the Minister of FINANCE be pleased to state:

(a) Whether as per the recent estimate, the country needs an investment of Rs. 1.80,000 crore in the core sector of the country;

(b) if so, break-up of the sectors and investment required; and

(c) the manner in which the Government propose to manage such huge funds for the purpose?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) to (c) The detailed investment requirements for the core and infrastructure sector of the country is presently being worked out and will be presented in the Ninth Five Year Plan Document.

To Improve Customer Services

2802. SHRI MULLAPPALLY RAMACHANDRAN: Will the Minister of FINANCE be pleased to state:

(a) the steps taken/being taken by the Government to improve the customer services in the nationalised banks;

(b) whether Government have appointed any Commission to suggest ways to improve the customer services in the banks; and

(c) if so, whether the Government have accepted any of the recommendation of the Committee/commission?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) to (c) It has been the constant endeavour of Government and Reserve Bank of India (RBI) and individual banks to improve customer service.

In September 1990, RBI set up a Committee on customer services in banks under the Chairmanship of Shri Goiporia to go into various aspects of customer services in banks and to make suitable recommendations for its perceptible improvement. The Committee made 97 recommendations out of which 86 recommendations have been accepted by banks for implementation.

A scheme of Banking Ombudsman, 1995 has been introduced for quick redressal of customer grievances. Banking Ombudsmen have been appointed at 14 centres covering the entire length and breadth of the country. This scheme has by and large prompted banks to streamline their internal complaints redressal mechanism/procedures. Banks have been taking the following steps on a continuing basis:

1. Increased computerisation of branches;
2. Introduction of High-tech information technology;
3. Setting up of specialised branches like SSI Branches, Industrial Finance Branch, Overseas Branches etc. for providing specialised services;
4. Providing man power training facilities for human resources development;
5. Appointment of Nodal Officers by nationalised banks to handle customer complaints. A list of Nodal Officers has been published in the Newspapers for the information of customers.

GIC's Houses Allotted to the Bachelor Officers

2803. DR. RAMESH CHAND TOMAR: Will the Minister of FINANCE be pleased to state:

(a) whether the Committee appointed by New India Assurance Company Ltd. have recommended allotment of company's house to bachelor officers not covered under rule and whether the Company has made allotment of houses to bachelor officers contrary to the guidelines dated May 22, 1992 in this regards;

(b) if so, the reason therefor and the details thereof;

(c) whether GIC propose to hold any inquiry into the inordinate delay and irregularities in the allotment of company's houses to the officers by NIAC in the National Capital Region;

(d) whether allotment of houses made contrary to rules will be cancelled; and

(e) if not, the steps taken/proposed to be taken to rectify the irregularities?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) to (e) The information is being collected and will be laid on the Table of the House.

Wagon Industry

2804. SHRI HARADHAN ROY: Will the Minister of INDUSTRY be pleased to state:

(a) whether the wagon orders by the Railways have declined during 1997-98;

(b) if so, the details thereof alongwith the actual decline against anticipated orders, PSUs-wise;

(c) the likely impact on the wagon manufacturing units of public sectors; and

(d) the steps taken by the Government to remedy the situation?

THE MINISTER OF INDUSTRY (SHRI MURASOLI MARAN): (a) The wagon orders by the Railways during 1997-98 (upto 5-7-97) as compared to the orders for 1996-97 is attached as statement.

(b) The actual wagon orders against anticipated orders PSU wise is at table 2 of annexure.

(c) and (d) Wagon orders below expected level will result in under-utilisation of installed capacities, which will increase cash losses of the PSUs. Ministry of Railways have been requested of sufficiently load the PSUs.

	1996-97		1997-98	
	Public Sector	Private Sector	Public Sector	Private Sector
Orders carried forward from previous year	9,742.5	7,467.5	5,230	6,875
Orders released during the year	3,685	11,532.5	3,935	6,010
Total:	13,427.5	19,000	9,165	12,885
Grand Total:		32,427.5		22,050